

County of Los Angeles  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**

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March 5, 2008

**TO:** Each Supervisor

**FROM:** Philip L. Browning, Director  
Department of Public Social Services

Jon W. Fullinwider  
Chief Information Officer

**SUBJECT: SEMI-ANNUAL STATUS REPORT ON THE LEADER REPLACEMENT SYSTEM REQUEST FOR PROPOSALS (BOARD ORDER #36 – JANUARY 30, 2007)**

This is to provide your Board with the second semi-annual status report on the progress of the LEADER Replacement System (LRS) Request for Proposals (RFP). A great deal of progress has been made on the LRS RFP project since the last update submitted to the Board on July 30, 2007. The key areas of significant progress have been highlighted below for convenient review and reference by your Board.

**Information Systems Commission:** On November 5, 2007, DPSS briefed the Information Systems Commission (ISC) on the scope of the LRS procurement, including the incorporation of Welfare-to-Work (GAIN, Cal-Learn, and GROW programs) and foster care eligibility functionality, and secured the chairman's support for the Department's LRS procurement approach.

**LRS RFP Release:** On November 30, 2007, the LRS RFP was released to the vendor community to solicit proposals from qualified vendors to replace existing public assistance eligibility and issuance systems (i.e., LEADER, GEARS, GROW, and Department of Children and Family Services (DCFS) foster care eligibility systems) with an integrated system utilizing Web services, standards-based technology, and service-oriented architecture.

**Proposers' Conference:** On December 17, 2007, 24 vendors (51 total representatives) attended the Proposers' Conference, which provided an overview of the LRS RFP process and key dates. The size and diversity of attendees validated the anticipated interest in the LRS procurement among the vendor community. Additional attendees included representatives from the State's Office of Systems Integration (OSI), as well as the County's Chief Information Officer (CIO), Internal Services Department (ISD), DCFS, and the Department of Mental Health (DMH).

**Technical Presentation:** On December 18, 2007, 18 vendors (46 total representatives) attended the Technical Presentation, which provided an overview of the technology and functionality of the existing systems that will be replaced by the LRS. This presentation was well received by the participating vendors. The vendors indicated that the presentation provided excellent insight into our existing systems, which should result in more responsive proposals.

**DPSS Customer Service Center and District Office Walkthroughs:** On December 18 and 19, 2007, DPSS conducted walkthroughs for interested vendors at the DPSS Customer Service Center (CSC), the San Gabriel Valley District office in El Monte District office and at the Metro East District office. These walkthroughs demonstrated the utilization of existing systems in the context of actual line operations business practices at the CSC and district offices. Participating vendors indicated that the walkthroughs improved their understanding of our business processes, which should assist these vendors in proposing viable solutions.

**Evaluation Committee:** DPSS recently finalized the proposal evaluation committee and is preparing for the evaluation process. The evaluation committee is comprised of representatives from DPSS, CIO, ISD, DCFS, ISC and the LEADER Stakeholder's Group. The committee may also secure representatives from both the C-IV and CalWIN Statewide Automated Welfare System (SAWS) Consortia to offer lessons learned from those projects. Furthermore, the committee will consult with other subject matter experts, including County Counsel, Auditor-Controller, and technical experts during the evaluation process, as needed.

**LEADER Stakeholder's Group:** As directed by your Board, DPSS has held regular monthly meetings throughout the LRS RFP development process with the LEADER Stakeholder's Group, where feedback and input was gathered and incorporated into the LRS RFP that was released to the Public on November 30, 2007. The LEADER Stakeholder's Group is comprised of members representing DPSS line staff, community advocacy groups, SEIU Local 721 members, LEADER support staff and key DPSS managers.

**State Oversight:** DPSS and the CIO continue to work closely with the State to bring an LRS vendor aboard as soon as possible. Representatives from DPSS and the CIO participate in bi-weekly conference calls with representatives from the State's SAWS Project, OSI, and California Department of Social Services to ensure that the LRS is implemented within the established guidelines, timeframes and budget, and that the appropriate level of resources are allocated to the project. These discussions have helped to maintain open lines of communication between County and State to resolve issues throughout the project, and have ensured the proper alignment of County and State objectives and direction.

**Project Timeline:** Key milestones remaining for this project are as follows (*dates are estimates*):

No.	Action	Start	Stop
1	Proposals Due (Proposers)	03/31/2008	03/31/2008
2	Evaluate Proposals and Select LRS Vendor (County)	03/31/2008	07/31/2008
3	Finalize Vendor Selection Documentation	08/01/2008	08/14/2008
4	Negotiate with Selected Vendor	08/15/2008	12/24/2008
5	County, State & Federal Approval of Negotiated Agreement	12/24/2008	07/30/2009
6	File Negotiated Agreement with Board of Supervisors	08/02/2009	08/02/2009
7	Board Agenda	08/14/2009	08/14/2009
8	Phase 1, Design, Development & Implementation	08/15/2009	08/15/2013
9	Terminate Existing LEADER and GEARS Agreements	08/15/2013	08/15/2013
10	Phase 2, Performance Verification Period	08/16/2013	02/16/2014
11	Phase 3, Maintenance and Operations	02/16/2014	08/15/2020

We will provide your Board with the next semi-annual report in August 2008.

PLB:JWF:pcr

c: Auditor-Controller  
Chief Executive Officer  
County Counsel  
Deputy Chief Executive Officer  
Executive Officer, Board of Supervisors  
Internal Services Department  
Chair, Information Systems Commission